

6.5 Recipient Account Maintenance

Upon notification by the county through the setup process, the Contractor shall establish and maintain an account(s) for each recipient. The Contractor shall ensure accurate information regarding recipient demographics, account balances, account activity and account status are maintained.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.5.1 Maintain Account Balance

Recipients may be eligible to receive benefits in one or more programs. The Contractor shall ensure that accurate balances are maintained separately for each account. Current account balance shall be available for on-line access via an administrative terminal, balance inquiry at an ATM or POS device, and the ARU.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.5.2 Maintain Transaction History

The Contractor shall maintain an on-line rolling ninety (90) day transaction history for each account for access through administrative terminals and the CSC. After ninety (90) days, transaction history data shall be maintained off-line for four (4) years. At a minimum, transaction history information shall include recipient name, PAN, EBT account number, benefit program identifier, transaction type (e.g., FS purchase, FS return), FNS number for FSP transactions, merchant ID, retailer or bank name, transaction location (Regulation E descriptor), transaction amount, transaction date, and itemized transaction fees and/or surcharges.

Up-to-the-minute information regarding cash and food stamp account balances and transaction histories must be available free to the recipient 24 hours per day through the ARU and CSC. Balance information shall also be available, though not necessarily free to the recipient, through any POS or ATM terminals with such capability. CWDs shall have access to recipient account balances and transaction history data through administrative terminals. Recipients shall be able to review the last ten (10) transactions for each program via the ARU. More extensive transaction histories shall be available through the CSC. Upon request of a recipient, the Contractor shall mail a two-month transaction history to the recipient's address within five (5) business days